

Local Exchange Telephone Service

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Vilaire Communications, Inc. Schedule of  
GENERAL REGULATIONS FOR EXCHANGE SERVICES

Applying to the Local Exchange

Services of this Company to

the Commonwealth of Kentucky

This tariff ("Tariff") contains the descriptions, regulations, and rates applicable to the provision of local exchange telecommunications Services, in the exchanges served by BellSouth Telecommunications, Inc., provided by Vilaire Communications, Inc. ("Company"), with principal offices located at 3875 Steilacoom Blvd S.W. #A, Lakewood, Washington 98499

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**PUBLIC SERVICE COMMISSION  
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**1/27/2006**  
**PURSUANT TO 807 KAR 5:011**  
**SECTION 9 (1)**

By



Executive Director

## Local Exchange Telephone Service

CHECK SHEET

Current sheets in the Tariff are as follows:

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	31	Original
2	2 <sup>nd</sup> Revised*	32	Original
3	Original	33	1 <sup>st</sup> Revised*
4	Original	34	Original
5	Original	35	1 <sup>st</sup> Revised
6	Original	36	2 <sup>nd</sup> Revised*
7	Original		
8	Original		
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12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		
25	Original		
26	Original		
27	Original		
28	Original		
29	Original		
30	Original		

\*Indicates sheets included with this filing.

**ISSUED: June 2, 2006**

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## Local Exchange Telephone Service

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APPLICATION OF TARIFF

Vilaire Communications, Inc. ("Company") has been authorized by the Kentucky Public Service Commission ("Commission") to provide competitive local exchange Services.

This Tariff sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of local exchange Services to residential Customers within the Company's authorized Service area. The rates and rules contained herein are subject to change pursuant to the rules and regulations of the Commission.

Company provides Lifeline and Link-Up Services to qualified low-income Customers pursuant to Commission approval.

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TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the Tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the most current sheet number on file with the Commission is not always the Tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2  
2.1  
2.1.1  
2.1.1.1  
2.1.1.1(A)  
2.1.1.1(A)(1)  
2.1.1.1(A)(1)(a)  
2.1.1.1(A)(1)(a)(i)  
2.1.1.1(A)(1)(a)(i)(a)

- D. Check Sheets - When a Tariff filing is made with the Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the sheets contained in the Tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.) The Tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the Commission.

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EXPLANATION OF SYMBOLS

The following are the symbols used for the purposes indicated below:

- (C) To signify changed administrative regulation.
- (D) To signify discontinued rate, administrative regulation or test.
- (I) To signify increase.
- (N) To signify new rate and/or new test.
- (R) To signify reduction.
- (T) To signify a change in text.

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## Local Exchange Telephone Service

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1.0 - TECHNICAL TERMS AND ABBREVIATIONS

The following words and terms when used in this Tariff shall have the meaning set out by this section.

Advance Payment: A payment required before the start of Service. An advanced payment may consist of any required construction cost, all appropriate non-recurring charges, and an estimate of the first month's recurring charges. Advance Payments will be applied to the first bill rendered by Company following implementation of Services.

Applicant: A person who applies for telecommunications Service. Includes persons seeking reconnection of Service after Company-initiated termination.

Application: A request made in writing for telephone Service.

Authorized User: A person, firm or corporation that is authorized by the Company to be connected to the Service of the Customer or joint user.

Automatic Number identification (ANI): The automatic transmission of a calling party's billing account telephone number to a local exchange Company, interexchange carrier or a third party subscriber. The primary purpose of ANI is for billing of toll calls.

Company or Name of Company: Vilaire Communications, Inc.

Commission: Kentucky Public Service Commission.

Customer or Subscriber: The person, firm or corporation that orders Service and is responsible for the payment of charges for that Service and for compliance with the Company's regulations related to that Service.

Deposit: Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

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1.0 – TECHNICAL TERMS AND ABBREVIATIONS (CONT'D)

ILEC: Incumbent local exchange carrier.

Nonlisted Service: A directory listing Service wherein a Customer is not listed in the published directory, but is listed in the directory assistance database.

Nonpublished Service: A directory listing Service wherein a Customer is not listed in the published directory or in the directory assistance database.

Non-Recurring Charge: The initial charge, usually assessed on a one-time basis, to initiate and establish Service and other one time fees such as reconnection, late payment and NSF check charges as may be set forth in this Tariff.

Recurring Charges: The charges to a Customer for Services, facilities and equipment, which recur monthly for the agreed upon duration of the Service.

Residential Service: Telephone Service provided to Customers when the actual or obvious use is for domestic purposes.

Service(s): The local exchange telecommunications services provided by the Company pursuant to the terms, conditions, rates, and charges set forth in this Tariff.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested Service or facility is available for use, unless the Customer refuses to accept Service because it does not conform to the standards set forth in the Service Order or in this Tariff, in which case the Service Commencement Date is the date on which the Customer accepts Service. The Company and the Customer may agree on a substitute Service Commencement Date.

Service Order: The written order for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the obligations of the respective parties as set forth therein and pursuant to this Tariff; except that the duration of the Service is calculated from the Service Commencement Date.

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## Local Exchange Telephone Service

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2.0 - RULES AND REGULATIONS

## 2.1 Undertaking of the Company

## 2.1.1 Scope

- 2.1.1.1 The Company undertakes to furnish local exchange communications Service pursuant to the terms of this Tariff.
- 2.1.1.2 The Services offered herein may be used for any lawful purpose. There are no restrictions on sharing or resale of the Company's Services. However, the Customer remains liable for all obligations under this Tariff even if such sharing or resale arrangements exist regardless of the Company's knowledge of these arrangements. If Service is jointly ordered by more than one Customer, each is jointly and severally liable for all obligations.
- 2.1.1.3 The Services the Company offers shall not be used for any unlawful purposes or for any use for which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.1.1.4 Company Services may be connected to the services or facilities of other communications carriers only when authorized by and in accordance with the terms and conditions of any Tariffs or tariffs of such other communications carriers.
- 2.1.1.5 The Services of the Company are furnished for the transmission of voice communications. Service is available twenty-four hours a day, seven days a week.

## 2.2 Shortage of Equipment or Facilities

The furnishing of Service under this Tariff is subject to the availability on a continuing basis of all facilities necessary to provide the Service. Services may be provided using resale and/or leased services of the Incumbent Local Exchange Company.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.3 Selection of Transmission

The Company selects and/or arranges for the channels and/or service components and underlying network facilities used to provide Service. The Company may modify or change the channels, service components and underlying Company facilities or the underlying carrier at any time subject to Part 68 of the FCC's Rules and Regulations and this Tariff.

## 2.4 Notification of Service-Affecting Activities

The Company will provide the Customer with reasonable notification of Service-affecting activities that may occur during the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' Services. No specific advance notification period is applicable to all Service-affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. Notification to the Customer may not be possible with some emergency or unplanned Service-affecting conditions, such as an outage resulting from cable damage.

## 2.5 Provision of Equipment and Facilities

2.5.1 The Company shall make a reasonable effort to provide Service to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff.

## 2.6 Terms and Conditions

2.6.1 Service is provided on a minimum term basis of at least one month, using 24-hours per day for each day of the month. For purposes of this Tariff, a month is considered to have thirty days. All calculations of dates set forth in this Tariff shall be based on calendar days, unless otherwise specified herein.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.6 Terms and Conditions (cont'd)

2.6.2 This Tariff shall be interpreted and governed by the laws of the Commonwealth of Kentucky and the Rules issued by the Commission.

## 2.7 Liability

2.7.1 The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these Services or arising out of the failure to furnish the Service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company Service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.7.2 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control; including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including Commonwealth and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, Commonwealth, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.7 Liability (cont'd)

- 2.7.3 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the Services the Company offers.
- 2.7.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.7.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- 2.7.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of Services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

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2.0 – RULES AND REGULATIONS (CONT'D)

2.7 Liability (cont'd)

2.7.7 The Company is not liable for any claims for loss or damages involving:

- 2.7.7.1 Breach in the privacy or security of communications transmitted over the Company's facilities;
- 2.7.7.2 Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
- 2.7.7.3 Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Tariff;
- 2.7.7.4 Any act or omission in connection with the provision of 911, E911 or similar Services; or
- 2.7.7.5 Any non-completion of calls due to network busy conditions.

2.7.8 The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of Services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.7 Liability (cont'd)

## 2.7.8 cont'd

2.7.8.1 The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or Service provided by the Company.

2.7.8.2 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted, by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the Service.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.7 Liability (cont'd)

## 2.7.8 cont'd

- 2.7.8.3 The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for Service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non pre-emptability as may be provided by the other entities.
- 2.7.8.4 Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- 2.7.9 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.
- 2.7.10 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific Services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one (1) year after the Service is rendered.
- 2.7.11 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.7 Liability (cont'd)

## 2.7.12 With respect to Emergency Number 911 Service:

- 2.7.12.1 This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of Service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this Service.
- 2.7.12.2 Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 Service features and the equipment associated therewith, or by any Services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
- 2.7.12.3 When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 Service upon request of such governmental authority. By subscribing to Service under this Tariff, the Customer acknowledges and agrees with the release of information as described above.

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.7 Liability (cont'd)

## 2.7.13 Directory Errors

No liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

## 2.8 Obligations of the Customer

## 2.8.1 General

The Customer is responsible for making proper application for Service; placing any necessary order, complying with Tariff regulations; payment of charges for Services provided. Specific Customer responsibilities include, but are not limited to the following:

- 2.8.1.1 the payment of all applicable charges pursuant to this Tariff;
- 2.8.1.2 damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- 2.8.1.3 providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.8 Obligations of the Customer (cont'd)

## 2.8.1 General (cont'd)

- 2.8.1.4 obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.8.1.3. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for Service;
- 2.8.1.5 providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- 2.8.1.6 complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.8.1.4; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of Service as stated herein, removing the facilities or equipment of the Company;

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2.0 – RULES AND REGULATIONS (CONT'D)

2.8 Obligations of the Consumer (cont'd)

2.8.1 General (cont'd)

2.8.1.7 not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and

2.8.1.8 making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.

2.9 Prohibited Uses

The Customer shall not use or allow the use of the Company's facilities or equipment installed at the Customer's premises for any purpose other than that for which the Company provides it, without the prior written consent of the Company.

2.9.1 Abuse

The abuse of Company Services is prohibited. Abuse includes, but is not limited to, the following activities:

2.9.1.1 using Service to make calls that might reasonably be expected to frighten, torment, or harass another; or

2.9.1.2 using Service in such a way that it interferes unreasonably with the use of Company Services by others.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.9 Prohibited Uses (cont'd)

## 2.9.2 Fraudulent Use

The fraudulent use or the intended or attempted fraudulent use of Service is prohibited and can result in the discontinuance of Services as set out by this Tariff. Fraudulent use consists of using or attempting to use Service with the intent to avoid the payment, either in whole or in part, of the price listed charges for the Service including but not limited to:

- 2.9.2.1 rearranging, tampering with, or making connections not authorized by this Tariff to any network components used to furnish Service; or
- 2.9.2.2 using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices, or electronic devices.

## 2.10 Payments

## 2.10.1 Bill Content and Format

- 2.10.1.1 Bill content and format will comply with all of the applicable provisions of the Commission's rules.

## 2.10.2 Customer Obligations

- 2.10.2.1 The Customer shall pay outstanding charges in full within fifteen (15) days of the mailing of the invoice. Monthly recurring charges are invoiced on or about the first of the month for which the charges apply. Amounts not paid within fifteen (15) days after the date of the invoice are considered delinquent. Customers that pay sixteen (16) or more days after the date of the invoice will be assessed a late payment fee as set forth in Section 4 of this Tariff.

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2.0 – RULES AND REGULATIONS (CONT'D)

2.10 Payments (cont'd)

2.10.2 Customer Obligations (cont'd)

2.10.2.2 The Customer shall pay all charges for use of the Service by any persons whether or not authorized by the Customer, except in those instances where it has been determined that the Customer's present and former employees, agents and authorized users were not responsible for calls billed to the Customer via third party billing and the Company did not verify that the charges for the call would be accepted. The Customer is not responsible for unauthorized use of Service to the extent such use is proximately caused by the Company's willful or negligent act.

2.10.2.3 Payments should be mailed to the Company's business office, located at 3875 Steilacoom Blvd. S.W. #A, Lakewood, WA 98499. Billing inquiries should be directed to the Company's customer services department at 800-923-8375.

2.10.2.4 If a Customer's payment is denied by a bank or other financial institution for non-sufficient funds (NSF), the Customer will be assessed the returned payment charge set forth in Section 4 of this Tariff.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.10 Payments (cont'd)

## 2.10.3 Disputed Bills

- 2.10.3.1 Pursuant to 807 KAR 5:006 §9, whenever the Customer advises the Company that any part of the bill or Service is in dispute, by telephone or in writing, the Company will make a prompt and complete investigation and advise the complainant of its findings. The Company will keep a record of all written complaints concerning its Service. This record shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records shall be maintained for two (2) years from the date of resolution of the complaint. If a written complaint is not resolved, the Company will provide written notice to the complainant of his right to file a complaint with the Commission, and shall provide him with the address and telephone number of the Commission as shown below. If a telephonic complaint is not resolved, the Company will provide oral notice to the complainant of his right to file a complaint with the Commission. The address and telephone number of the Commission is:

Kentucky Public Service Commission  
P.O. Box 615  
211 Sower Blvd.  
Frankfort, Kentucky  
800-772-4636

- 2.10.3.2 Pursuant to 807 KAR § 11, the Company will consider Customer accounts to be current while the dispute is current as long as the Customer continues to make payments on the undisputed portion of the bill, and any subsequent bills.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.10 Payments (cont'd)

## 2.10.4 Partial Payments

Pursuant to 807 KAR 5:006 § 13(2), the Company will negotiate and accept reasonable partial payment plans at the request of residential Customers who have received a termination notice for failure to pay as provided in 807 KAR 5:006 § 14, except that the Company is not required to negotiate a partial payment plan with a Customer who is delinquent under a previous partial payment plan. Partial payment plans must be mutually agreed upon and are subject to 807 KAR 5:006 §§ 13 and 14. Partial payment plans which extend for a period longer than thirty (30) days will be in writing and will advise Customers that Service may be terminated without additional notice if the Customer fails to meet the obligations of the plan.

## 2.11 Taxes, Charges and Fees

In addition to the rates and charges described in this Tariff, the Customer may be responsible for payment of taxes, charges or fees ordered by the Commission, the Commonwealth Legislature, or local and county governments. When the Company is authorized to collect such taxes, charges or fees from the Customer, these taxes, charges and fees will be itemized separately on the Customer's bill.

## 2.12 Deposits

2.13.1 The Company does not collect deposits for local Service.

## 2.13 Advance Payments

2.13.1 The Company does not collect advance payments.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.14 Termination and Refusal of Services

## 2.14.1 Permissible Refusals and Service Disconnections with Notice

2.14.1.1 Pursuant to 807 KAR 5:006 §§ 13(5) and 14(1)(a),(c),(e), the Company may disconnect Service on ten (10) business days' notice, in writing, sent via first class mail or hand delivered by a Company representative, or refuse to provide Service, for the following reasons:

- (A) The Customer's failure to comply with applicable Tariffed rules or Commission administrative regulations pertaining to that Service. However, the Company will first make a reasonable effort to obtain Customer compliance before refusing or terminating Service.
- (B) The Customer's refusal or neglect in providing reasonable access to the premises for installation, operation, meter reading, maintenance or removal of Company property. Such action shall be taken only when corrective action negotiated between the Company and Customer has failed to resolve the situation.
- (C) The Customer's noncompliance with state, municipal or other codes, rules and administrative regulations applying to such Service.

2.14.1.2 Pursuant to 807 KAR 5:006 §§ 13(5) and 14(1)(f)(2), the Company may disconnect Service on five (5) days' notice, in writing, sent via first class mail or hand delivered by a Company representative to the Customer, for failure of the Customer to pay a bill for Company Service when due.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.14 Refusal or Termination of Services (cont'd)

## 2.14.2 Permissible Refusals and Service Disconnections without Notice

Pursuant to 807 KAR 5:006 §14(1)(b),(d),(e),(g), the Company may refuse Service or disconnect Service, without notice, for the following reasons:

- 2.14.2.1 Customer indebtedness to the Company for Tariffed Services. The Company may refuse to provide Service until the Customer has paid this debt.
- 2.14.2.2 Theft of Service. Within twenty-four (24) hours after such termination, the Company will send written notification to the Customer of the reasons for termination or refusal of Service upon which the Company relies, and of the Customer's right to challenge the termination by filing a formal complaint with the Commission. The Company will not restore or provide Service until the Customer has complied with all Tariffed Company rules and laws and administrative regulations of the Commission.
- 2.14.2.3 For dangerous conditions. The Company may refuse or terminate Service without advance notice if a dangerous condition relating to the Company's Service, which could subject any person to imminent harm or result in substantial damage to the property of the Company, or others, is found to exist on the Customer's premises. The Company will notify the Customer immediately in writing and, if possible, orally of the reasons for the termination or refusal. Such notice will be recorded by the Company and will include the corrective action to be taken by the Customer or Company before Service can be restored or provided
- 2.14.2.4 When ordered to refuse or discontinue Service to a Customer immediately by a governmental official.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.14 Refusal or Termination of Services (cont'd)

## 2.14.3 Impermissible Refusals and Service Disconnections

Pursuant to 807 KAR 5:006 §14(2)(a)-(c), the Company may not refuse to provide Service or disconnect Service when the following conditions exist:

2.14.3.1 Payment for Services is made. If, following receipt of a termination notice for nonpayment but prior to the actual termination of Service, there is delivered to the Company office payment of the amount in arrears.

2.14.3.2 A payment agreement is in effect. Service shall not be terminated for nonpayment if the Customer and the Company have entered into a partial payment plan, in accordance with 807 KAR 5:006 § 13 and Section 2.10.4, and the Customer is meeting the requirements of the plan.

2.14.3.3 A medical certificate is presented to the Company from a physician, registered nurse or public health officer certifying in writing that termination of Service will aggravate a debilitating illness or infirmity on the affected premises. Service will not be terminated for thirty (30) days beyond the termination date upon receipt of the medical certificate. The Company may refuse to grant consecutive extensions for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan in accordance with 807 KAR 5:006 § 13. The Company will not require a new deposit from a Customer to avoid termination of Service for a thirty (30) day when presented with a medical certificate certified in writing by a physician, registered nurse or public health officer.

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## Local Exchange Telephone Service

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2.0 – RULES AND REGULATIONS (CONT'D)

## 2.15 Reconnection of Service

2.15.1 Pursuant to 807 KAR 5:006 § 8(1),(3)(b), when Service has been disconnected for valid cause by the Company, the Company will assess a reconnection fee, as set forth in Section 4 of this Tariff, upon reconnection of Service to the Customer.

2.15.2 Pursuant to 807 KAR 5:006 § 13(4), the Company will reconnect existing Service within twenty four (24) hours and install new Service within seventy two (72) hours when the cause of refusal or discontinuance of Service has been corrected and the Company's Tariffed rules and the Commission's regulations have been met by the Customer.

2.15.3 Should the Customer request that Service be restored during a period other than regular working hours, such as evenings or weekends, the Customer may be required to pay an after-hour charge for Service reconnection.

## 2.16 Assignment

The Company may, without obtaining any further consent from the Customer, assign any of its rights, privileges or obligations under this Tariff to any subsidiary, parent, or affiliate of the Company; pursuant to any sale or transfer of substantially all the business of the Company; or pursuant to any financing, merger or reorganization of the Company.

## 2.17 Promotions

2.17.1 The Company may promote the use of a local Service by offering a waiver of part or all of the recurring or non-recurring charge, a redemption coupon, or a premium with the purchase of Service. The promotion may be aimed at certain Customers or to certain geographical locations.

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## Local Exchange Telephone Service

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3.0 - LOCAL EXCHANGE SERVICES

## 3.1 General

Local Exchange Services provides the Customer with connection to the public switched telecommunications network. In addition, Local Exchange Service provides the Customer with a unique telephone number address on the public switched telecommunications network. Each Local Exchange Service enables the Customer to:

- 3.1.1 Connect with an ILEC's switching network to place or receive calls from other stations on the public switched telecommunications network in the local calling area;
  - 3.1.2 Receive calls from any calling station or telephone number, except for reverse billed toll calls
  - 3.1.3 Access other Services offered by the Company as set forth in this Tariff;
  - 3.1.4 Access certain interstate and international calling Services if provided by the Company;
  - 3.1.5 Access the Company's operators and business offices for Service related assistance;
  - 3.1.6 Access emergency Services by dialing 0- or 9-1-1; and
  - 3.1.7 Access services provided by other common carriers which purchase the Company's Switched Access Services as provided under the Company's Federal and Commonwealth tariffs or tariff, or which maintain other types of traffic exchange arrangements with the Company.
- 3.2 Timing of Calls

Timing of calls begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. The Company does not bill for incomplete calls.

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## Local Exchange Telephone Service

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3.0 - LOCAL EXCHANGE SERVICES (CONT'D)

## 3.3 Service Area

Services are provided throughout the Commonwealth in the same service areas of ILEC's with whom Company has Resale and/or Interconnection Agreements in effect. Services are provided subject to technical availability and compatibility with Customer facilities. Services, rates, and contract conditions may not be available in all areas. Company initially will provide Service in BellSouth Telecommunications, Inc.'s service area.

## 3.4 Exchanges and Local Calling Areas

The Company concurs in BellSouth's exchange areas listed in BellSouth's Kentucky General Subscriber Services Tariff. Local Calling areas for Customers whose premises are located in BellSouth's exchanges will be the same as BellSouth's local calling areas.

## 3.5 Service Descriptions

## 3.5.1 Basic Local Service

Basic local Service consists of a standard residence line providing a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard residence lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines.

## 3.5.2 Custom Calling Services

3.5.2.1 Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

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## Local Exchange Telephone Service

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3.0 - LOCAL EXCHANGE SERVICES (CONT'D)

## 3.5 Service Descriptions (cont'd)

## 3.5.2 Custom Calling Services (cont'd)

3.5.2.2 Call Waiting -provides a tone/signal to a Customer that has a call in progress, that another call has been placed to that Customer's telephone number. The Customer may elect to hold the first call, by use of the switchhook, and answer the second call; as well as alternate between calls by pressing the switchhook. The Customer may elect not to respond to the signal, and continue the original call. In locations where the Company has made it available, Call Waiting may be deactivated prior to making an outgoing call, (or during a call if the Customer has Three-Way Calling).

3.5.2.3 Caller Identification – Number - allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called Customer, which gives the called Customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on Customer provided equipment.

## 3.5.2.4 Caller Identification Blocking

Caller Identification Blocking - Per Line and/or per call Services will be offered with no monthly charges. A residential Customer who chooses Caller Identification Blocking- Per line will not be charged the non-recurring charge. A Customer requesting line blocking will pay a non-recurring charge to reestablish line blocking.

3.5.2.5 Three Way Calling - permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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## Local Exchange Telephone Service

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3.0 - LOCAL EXCHANGE SERVICES (CONT'D)

## 3.5 Service Descriptions (cont'd)

## 3.5.3 Call Blocking Service

## 3.5.3.1 Description

Call Blocking Service enables a Customer to secure central office blocking of 1+, 101XXXX 1+, 976, 900, and screening information to prevent operator assisted calls from being billed to the Subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling.

3.5.3.2 Subscribing to this Service does not relieve the Subscriber of responsibility for calls which originate from his number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the Subscriber's number.

3.5.3.3 Call Blocking Service will be established only where operator identification is provided through the use of automated equipment arranged to furnish this Service.

## 3.5.3.4 Terms and Conditions

- A. This Service is offered to individual line residence Customers.
- B. Provision of Call Blocking Service does not alleviate Customer responsibility for completed toll calls.
- C. Call Blocking Service is offered subject to the availability of suitable facilities.
- D. Customers subscribing to Call Blocking Service are subject to a recurring monthly charge as provided in Section four (4) of this Tariff.

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Local Exchange Telephone Service

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3.0 - LOCAL EXCHANGE SERVICES (CONT'D)

3.5 Service Descriptions (cont'd)

3.5.3 Call Blocking Service (cont'd)

3.5.3.4 Terms and Conditions (cont'd)

- E. Call Blocking Service will be provided at no charge to Lifeline and Link-Up Customers.

3.5.4 E911

The Company will provide necessary Customer information to the incumbent local exchange carrier for appropriate routing of E911 calls.

3.5.5 Assisted Services

3.5.5.1 Telecommunications Relay Service and Telecommunications Access Program (T)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone ("TT") or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls by either dialing the appropriate telephone number directly or by dialing the number 711, where available.

Effective July 1, 2006, the Telecommunications Relay Service (TRS) surcharge is \$0.07 per access line per month and the Telecommunications Access Program surcharge is \$0.02 per access line per month.

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3.5.5.2 Lifeline

Effective January 1, 2001, Kentucky Lifeline Charge is \$0.08 per access line per month.

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**ISSUED: June 2, 2006**

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3.0 - LOCAL EXCHANGE SERVICES (CONT'D)

3.6 Lifeline Program and Link-up Service Connection Program

3.6.1 Link-Up Service Connection Program

(Reserved for future use)

3.6.2 Lifeline Assistance Program

(Reserved for future use)

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## Local Exchange Telephone Service

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4.0 - RATES AND CHARGES

## 4.1 Basic Service

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
A. <u>Retail Service:</u>		
Installation of Local Line		\$ 300.00
Conversion of Local Line		\$ 300.00
Basic Monthly Service	\$ 29.99 (I)	
B. <u>Lifeline Service:</u>		
[Reserved for future use]		

## 4.2 Optional Features:

Set Up Charge		\$ 10.00*
Call Waiting	\$ 5.00	
Call Forwarding	\$ 5.00	
Three-Way Calling	\$ 5.00	
Caller ID	\$ 10.00	
Non-Published Service	\$ 5.00	

## 4.3 Package – Retail Service Only

All above features	\$ 20.00 (R)
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\*Note: The Optional Feature Set up Charge activates any one or all of these features. If ordered with initial Service, no optional feature set up charge applies.

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ISSUED: May 23, 2006

EFFECTIVE

ISSUED BY: Stan Efferding, Secretary Treasurer  
Vilaire Communications, Inc.  
3875 Steilacoom Blvd. #A  
Lakewood, WA 98498  
Telephone: (206) 419-5948

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE June 23, 2006  
6/23/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By   
Executive Director

## Local Exchange Telephone Service

4.0 - RATES AND CHARGES (CONT'D)

	<u>Monthly Rate</u>	<u>Non-recurring Charge</u>
4.4 Miscellaneous Charges		
Change Telephone Number		\$ 20.00
Caller Identification Blocking Activation		\$ 10.00
Service at New Address		\$ 20.00
Reconnection Fee		\$ 30.00
Late Charge		\$ 10.00
Returned Payment Charge		\$ 25.00
Rush Order Charge		\$ 20.00
Call Blocking Service Activation		\$ 18.00*
Call Blocking Service	*\$ 10.00	
Service Change Charge		\$ 10.00
4.5 Directory Assistance		
Per Call		\$2.00
4.6 Surcharges		
4.6.1 Telecommunications Relay Service Surcharge (TRS)		
Per Access Line Per Month		\$ .07 (R)
4.6.2 Telecommunications Access Program (T)		
Per Access Line Per Month		\$ .02 (I)
4.6.3 Kentucky Lifeline Support Surcharge		
Per Access Line Per Month		\$ .08

\*Service is offered free of charge to Lifeline and Link-Up Customers.

ISSUED: June 2, 2006

ISSUED BY: Stan Efferding, Secretary Treasurer  
Vilaire Communications, Inc.  
3875 Steilacoom Blvd. #A  
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Telephone: (206) 419-5948PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE: July 1, 2006  
7/1/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)By   
Executive Director

# VCI Company

A/K/A VILAIRE COMMUNICATIONS, INC.

VCI Company

P.O. Box 98907  
Lakewood, WA 98498  
Phone: (800) 923-8375  
Fax: (253) 475-6328

[Account Number]  
Name  
Address  
City, State, Zip

Service ID No. \_\_\_\_\_ Total Due if received by [date 15 days after mailing] \_\_\_\_\_  
Payment Due by [date 15 days after mailing] \_\_\_\_\_ Total Due if received after due date \_\_\_\_\_

Service Feature	Price	Period	Discount	Line Total
Connection Fee	_____	1/1/05-1/31/05	\$0.00	_____
*Free Feature Package	_____	\$0.00 1/1/05-1/31/05	\$0.00	_____
Local Phone Service	_____	1/1/05-1/31/05	\$0.00	_____

New Payment Options (details on back):

1. Credit Card over the telephone!
2. Cash payments at Walmart and Albertsons using Moneygram

Monthly Service Charges \$ \_\_\_\_\_  
Sales Tax: \_\_\_\_\_  
Federal Access Charge: \$0.00  
Federal Excise Tax 3.0%: \_\_\_\_\_

Telecommunications Relay Service Surcharge, Per Line: \$0.09  
Telecommunications Devices for the Deaf Surcharge, Per Line: \$0.01  
KY Lifeline Support Surcharge, Per Line: \$0.08\*\*

VCI is proud to provide your area's  
Lowest Cost Telephone Service.

Monthly Service Charges: \$ \_\_\_\_\_  
Previous Balance: \$ \_\_\_\_\_  
Payments received – thank you \$ \_\_\_\_\_  
Balance Due \$ \_\_\_\_\_

Thank you for your business.

\*Free features are offered as a courtesy and are intended for normal residential usage. Usage in excess of 6 hours per day may result in removal of Features.

\*\*Not charged to Kentucky Lifeline customers.

*Detach and mail with payment*

Service ID \_\_\_\_\_ Payment Due By [date 15 days after mailing] \$ \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Total due if received by [date 16 days after mailing] \$ \_\_\_\_\_  
Total due if received after [date 15 days after mailing] \$ \_\_\_\_\_  
[Bill Date]

VCI Company a/k/a Vilaire Communications, Inc. – www.vi

By

Executive Director

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
1/27/2005  
KAR 5:011  
SECTION 9 (1)

### PAYMENT METHODS:

1. **Check/Money Order in the mail to:**  
VCI Company Inc.  
PO Box 98907  
Lakewood, Wa. 98498
2. **Credit Card over the phone** (Speedpay \$1.50)  
Call Customer Service at 1-800-923-8375  
(Mon-Fri 9am to 5pm PST). TTY, 711
3. **MoneyGram** (\$5 - \$5.95 fee applied at store).
  - a. Go to WalMart, Albertsons, Long's Drugs
  - b. Go to Customer service and ask for a BLUE Express payment form.
  - c. Receive Code = 3278  
Account Number = Your 10 digit phone number including area code.
4. **ACE cash Express** (Washington Only)  
(\$1.00 Fee applied at store)  
Account number = 10 digit phone number  
M-Sat 9am-7pm

**Payments made to an unauthorized payment agent may result in the untimely or improper crediting of your account.**

**RETURNED CHECKS** – A returned check charge of up to \$25 will apply for each check returned for any reason. In addition, late fees may be added.

**LATE FEE** – Accounts that are not paid by the due date will be assessed a \$10 late fee. Payments received after the due date must include this fee.

### TOLL BLOCKING:

A Toll block has been placed on your line in lieu of a deposit to prevent unwanted charges from appearing on your bill such as collect calls, operator assistance and long distance. VCI Company Inc. will lift toll blocking, at no charge, if you establish a direct relationship with an interexchange carrier. The interexchange carrier may require a service deposit, depending upon your credit history.

With a \$75 deposit, VCI Company Inc. will lift toll blocking and not charge you the \$20 change order fee to perform this service, even if you do not identify a presubscribed interexchange carrier. Under this option you will not be able to place 1+ dialed toll calls.

With a \$75 deposit, VCI Company Inc. will lift toll blocking to operator services and not charge you the \$20 change order fee to perform this service.

### NEW CUSTOMER INFORMATION:

Please carefully review the services and charges on your bill to be sure your order is accurate. The services you ordered are detailed on the front of the bill. Additional information pertaining to local exchange service may be found in the consumer information guide of the local telephone directory. You may request a preferred carrier freeze to be added to your account to prevent your telephone service from being switched to another carrier without your written or oral permission. Call VCI to remove the freeze at any time.

### PREFERRED PAYMENT DATE:

#### (Washington Customers only)

Having trouble paying your bill on time? You may qualify for a preferred payment date option that better matches your source of income to the due date. You will need to pay the current bill in full and show proof of all monthly income received. If you think you qualify, call customer service at 800-923-8375.

### DISCONNECTION / NON-PAYMENT:

Basic Service, Connection fees, Taxes and surcharges that are unpaid by the bill due date can result in disconnection of service. Payment for these services in addition to a late fee and reconnection charge must be received in our office prior to reconnection of service.

### TAXES:

**City Occupation/Sales Tax/Special District Sales**– The State Legislature allows the state to impose a sales tax on monthly charges for telecommunications services and related items.

**Federal Access Charge**– This is a charged proposed and authorized by the Federal Communications Commission, for providing access to and maintenance of the local network.

**Federal Excise**– This tax is imposed directly on the customer by the Federal Government to tax services that allow the customer the ability to communicate with virtually all subscribers of the telecommunications network.

**State 911/Local 911**– This surcharge, funds the cost of providing emergency services communications systems in your community.

**Res Service Protection Fund**– This tax consists of s Telephone Assistance Fund and a Telecommunications Relay Services Fund. Each surcharge is based on exchange access lines, and is flat rated, and billed as a combined charge on the bill.

**Telephone Assistance Program**– The surcharges fund programs used to provide telecommunication services to low-income, elderly or disabled customers at reduced monthly rate.

**TRS Excise Funds Federal ADA**– This surcharge funds a statewide program to provide telecommunication services to residents who have communications disabilities, i.e., hearing or speech.

**OHIO CUSTOMERS:** If your questions are not resolved after you have called VCI Company, customers may call the public utilities commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may call the Ohio consumers' counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).

### FEATURES:

VCI Company offers free features as a courtesy to those customers paying for monthly connection fees and using their phones for normal residential usage (not intended for prolonged connection to the internet or usage in excess of 5,000 minutes per month). These features are subject to removal without notice at the discretion of VCI Company. All features are determined by VCI Company Inc. and can include some or all of the following:

**Caller ID**– Let's you know who is calling before you answer the phone. Caller ID requires a display unit which VCI does not provide. "Private" or "Anonymous" are from callers who have chosen to block their name and number.

**Call Waiting**– A tone signals that another person is trying to call you when you are on the phone. You are then able to answer the second call. How to use: When you hear the tone press and release the receiver button on your phone. This will take you to your second call, press receiver button to get back to your original call.

**Call Waiting ID**– Has all the benefits of Caller ID and it also lets you identify your Call Waiting calls before you answer. (Requires a Special Display Unit)

**3-Way Calling**– Allows you to add a third person to your call. How to use: Put your first call on hold by pushing and releasing the receiver button on your phone. Wait for three brief tones and a dial tone. Make your second call. When that person answers press and release the receiver button to connect all three of you.

**Call Forwarding**– Lets you temporarily forward calls to another number you select. How to use: Lift up receiver press \*72 and follow recorded instructions. To cancel call forwarding, lift receiver, press \*73 and follow instructions.

**Last Call Return**– This allows you to get the number of the last person who called unless the number is blocked. How to use: Lift up receiver and press \*69, listen to recording for the number.

**Anonymous Call Rejection**– You are able to block unwanted calls. How to use: To block unwanted calls press \*77 and follow recorded instructions. To cancel Call Rejection press \*87.

**Continuous Redial**– This allows your phone to redial a busy number while you make and receive other calls. How to use: If you get a busy tone hang up then lift receiver, press \*66. Your phone will call for up to 30 minutes a stinctive ring when the call is answered.

Executive Director